

City of Clovis Transit Dispatcher

DEFINITION

Under general supervision, plans, schedules, oversees, and keeps records for the demand response transit services; processes and verifies transit fares; administers Americans with Disability Act (ADA) related transit requests; coordinates and audits transit vehicle maintenance; operates a para transit vehicle; and other duties as assigned.

CLASS CHARACTERISTICS

Positions in this class work under general supervision, performs operational coordination and administration of demand transit operation involving transit vehicles, passengers and drivers, provides customer service information on Clovis Transit Services. Incumbents must maintain an awareness of client needs and demands for service, availability of resources, and an efficient coordination to provide high levels of service. Positions in this class perform work which has a moderate degree of variation and allows or requires a range of choice in the application of defined methods or procedures. After receiving training, incumbents work with moderate independence in making decisions in accordance with established practices and are expected to exercise good judgment without constant supervision, referring to the supervisor those matters which do not conform to established practices. Work performance is reviewed periodically for consistency and quality.

EXAMPLES OF DUTIES

Schedules ride appointments and requests for return trips; assigns drivers according to trip manifest; dispatches trip requests to the appropriate drivers; prepares and maintains daily driver/dispatch log; provides customer service information on Clovis Transit Services; assists elderly and disabled riders concerning ride preparation or independent living skills necessary to use public transportation; assists in the preparation of local, state and federal operational reports; assists in the preparation of division deposits; assists with farebox and transit audits and fiscal operations; issues and certifies certification applications for the ADA; maintains ADA readership file; follows up on drivers' vehicle maintenance reports; coordinates transit vehicles service and repairs with City Fleet Maintenance Shop to maintain the vehicle maintenance schedule and ensure necessary vehicles for transit operations; reviews and maintains transit vehicle work orders, driver logs and vehicle inspection reports to meet audit requirements; opens/closes administrative office; audits transit vehicle work orders; operates para transit vehicles as needed.

LICENSE REQUIRED:

Possession of a valid California Class BP driver's license with a good driving record and current First Aid and CPR certificates.

QUALIFICATION:

Knowledge of: Federal, State, and local laws applicable to the operation of vehicles in transporting the general public, elderly and disabled passengers; first aid; safe operation of para transit vehicles, basic computer operation; modern office practices, procedures, and equipment; telecommunication equipment operation used in transit operations; basic mathematics; modern office practices and procedures; and safe driving practices.

Ability to: Maintain an organized work area; efficiently coordinate vehicles, drivers and passengers; work independently; utilize a telephone head-set; operate a two-way radio; organize and maintain records; collect general readership information; dispatch calls to drivers in an efficient manner; maintain vehicle and readership records necessary for compliance with transit regulations; communicate with citizens having oral and auditory disabilities; operate modern office equipment including a computer and related software; operate a transit vehicle observing legal and defensive driving practices; understand and carry out oral and written instruction; establish and maintain an effective relationship with those contacted in the course of work; and assist both elderly and disabled riders with independent living skills.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equal to:

Completion of formal or informal education sufficient to assure the ability to read and write at the level required for successful job performance **AND**

Two years experience and/or training in specialized transportation, dispatching and record keeping to meet local, State and Federal transit requirements.

Physical Demands and Working Conditions:

Strength: Medium work - Lifting, carrying and/or pushing 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.

Physical activities include: Sitting for long periods of time, bending, stooping, reaching, standing, walking, up to and including the possibility of climbing a ladder to reach high windows for cleaning/defogging, assist elderly and disabled clients onto bus, push wheelchair clients to/from home/destination, securing wheelchairs in the buses and assist passengers with the loading and unloading of their personal items, such as groceries, etc.